

Goal: ENVIRONMENTAL PROTECTION AND ENHANCEMENT

Desired Community Condition(s)

Program Strategy: CONSUMER HEALTH PROTECTION

56501

The Consumer Health Protection Division supports best practices and upholds the highest regulatory standards regarding the operation of Food, Swimming Pools, Noise Abatement, and Body Art.

Department: ENVIRONMENTAL HEALTH

Service Activities

Consumer Health Protection

Strategy Purpose and Description

The purpose is to support safe and effective operations in food, swimming pool/spas, and body art.

All of the service activities of Consumer Health Protection are designed to protect the health of the citizens and visitors in their daily activities, whether it be eating out, swimming in a public pool, or expressing themselves through body art.

For a variety of reasons, food borne illnesses have historically been under reported. Through our risk based inspection programs, we strive to reduce those conditions that could lead to a food borne illness. However, with increased consumer awareness of how to report an illness, it is likely that the number of reports received will initially increase.

People utilizing the pools and spas at fitness centers, hotels/motels, and apartments are put at risk by the illnesses and injuries posed by such facilities. Routine inspections, as well as the requirement that all public bathing facilities have a certified pool operator, will greatly reduce the potential for illness or injury at these facilities.

As Body Art continues to grow in popularity, the threat of contracting a potentially life-threatening disease such as HIV and Hepatitis B and C increases.

Visible infections at the site of the procedure are usually readily apparent and can be tracked through use of a well-publicized reporting system. Detection of transmission of blood borne pathogens cannot be done, as it would be necessary to do pre- and post-screening on both the operators and clients to determine the rate of infection acquisition.

Changes and Key Initiatives

The Consumer Health Protection Division demonstrated its commitment to professionalism through national certification of the Environmental Health Specialists II (EHSII) in obtaining Certified Food Safety Professional (CFSP) and Certified Pool Operators credentials.

We will continue improvement of our processes through customer input, relevant measures, and enrollment in the FDA Recommended Retail Food Regulatory Program Standards program.

The implementation of the new data management system (Envision) in FY03, in conjunction with Treasury, continues to improve CHPD's ability to manage, track and respond effectively to service requests from the food, pool, body art industries and, the public at large.

Input Measure (\$000's)

2001	110	110 GENERAL FUND	1,094
2002	110	110 GENERAL FUND	1,094
2003	110	110 GENERAL FUND	939
2004	110	110 GENERAL FUND	912
2005	110	110 GENERAL FUND	969
2006	110	110 GENERAL FUND	1,079

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
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To prevent the occurrence of food borne illnesses in persons patronizing food establishments within Albuquerque	NUMBER OF REPORTS CATEGORIZED AS AN IMMEDIATE PRIORITY (ACCORDING TO CRITERIA, THOSE MOST LIKELY TO BE A VALID FOODBORNE ILLNESS)	2001				13 of 98
		2002	16 of 180			
To prevent the occurrence of food borne illnesses in persons patronizing food establishments within Albuquerque		2003				
		2004	45			
		2005	45	22	46	Cases include immediate and priority.
	NUMBER OF FOODBORNE ILLNESS REPORTS CATEGORIZED AS AN IMMEDIATE PRIORITY OR, MOST LIKELY TO BE A VALID FOODBORNE ILLNESS.	2006	45			

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Reduce the incidence of illness and injury to persons using public pools and spas.	THE NUMBER OF ILLNESS AND INJURY REPORTS.	2001	na		0	0 reports of illness or injury
		2002	0			0 reports of illness or injury
Reduce the incidence of illness and injury to persons using public pools and spas.		2003				

2004

*THE NUMBER OF
ILLNESS AND
INJURY REPORTS*

2005

10

0

12

*12 persons affected from one
pool incident.*

2006

10

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
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Limit the risk permitted of acquiring an infection as a result of having a procedure in a permitted Body Art establishment.

*NUMBER OF
REPORTS OF
VISIBLE INFECTIONS*

2001

na

1

2002

0

*NUMBER OF
REPORTS OF
VISIBLE INFECTIONS*

2003

2004

Limit the risk of acquiring an infection as a result of having a procedure done in a permitted Body Art establishment.

*NUMBER OF
REPORTS OF
VISIBLE INFECTIONS
ASSOCIATED WITH
PERMITTED BODY
ART
ESTABLISHMENTS.*

2005

0

0

0

*Method is through distribution of
informational materials, and the
permitting of operators.*

*ACTUAL: No infections reported
however there was one
complaint against an operator for
having the tattoo needle set too
deep which caused bleeding for
several days.*

2006

0

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
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Limited negative health effects resulting from exposure to excessive levels of noise.

*OVERALL NOISE
COMPLAINTS.*

2001

na

200

2002 200

2003

2004

Goal: ENVIRONMENTAL PROTECTION AND ENHANCEMENT

Parent Program Strategy: CONSUMER HEALTH PROTECTION

Department: ENVIRONMENTAL HEALTH

Service Activity: Consumer Health Protection

5610000

Service Activity Purpose and Description

Services are provided in the areas of food, swimming pools and spas, and body art establishments. The service activities are designed to protect the health of the public by supporting best practices and upholding the highest regulatory standards in these areas. The focus of service in these programs is delivered within four tracks: EDUCATE, through community outreach, informal training at facilities, and staff development; IDENTIFY, which includes data gathering, consultations/plan review, and regulations interpretation; ASSESS, compliance improvement opportunities which may include food handler training, HACCP reviews, and inspections; and ADDRESS, through inter-agencies partnerships, corrective actions, and recognition.

As one "tool" towards our mission of providing an environment where food establishments can attain their best practices, we have recently implemented the use of compliance improvement plans for establishments with chronic operational problems. The use of these plans should enable the operator to gain a better understanding of the problems in the establishment, the corrective actions that need to be taken, and the commitment from them to make the changes. As this is a new program, baseline data will need to be developed to determine if these plans are actually making a difference.

As part of our compliance with development of the FDA Recommended National Food Program Standards baseline, as well as our commitment to staff excellence, we will be conducting audits of each staff member. A high percentage of staff who are able to accurately recognize the foodborne illness risk factors will provide assurance that the inspections that are being conducted are identifying those factors which would most likely contribute to food borne illness in patrons. This is the second year that this audit will have been conducted.

Through continuation of our Certified Pool Operator program, distribution of informational materials prior to opening, and other techniques, we are hoping to increase the percent of pools that are able to open on the first inspection. This will enable the operator to give his patrons a safe swimming environment more quickly, and it will save staff from having to make numerous repeat inspections. FY04 will represent the second year that this has been evaluated.

Many restaurants have developed HACCP plans, which guide the operation of the facility and help ensure food safety. One function of the Environmental Health Specialists is to assess conditions in the kitchen. One method of doing this is to verify compliance with the facility's HACCP plan. A high percent of facilities who are following their plans indicates that the personnel understand the plan, that they have implemented the plan, and, in turn, diners at their facility should receive a high level of protection from food borne illness. A baseline will continue to be developed in FY04.

Changes and Key Initiatives

The Consumer Health Protection Division directs its efforts towards quality and continuous improvement. By responding to the needs of its customers, sharing national safety standards, partnering, and educating, we will provide an environment for improvement in the way facilities throughout the city operate.

A partnership driven Pool Operator/Manager training will be implemented to support a trained workforce.

An evaluation of the Envision data system effectiveness, in conjunction with Treasury, will be completed to determine timely availability of supportive, relevant data, evaluate programs, improve processes and measure service delivery.

The completion of the Food Program Baseline following FDA's Recommended National Retail Food Regulatory Program Standards, identified areas for improvement. In FY05, we will improve our product recall procedures based on our Ordinance and National Standards.

The development of our Web page will continue in order that we can provide timely, accurate, and relevant information to the public.

The Division is hoping to implement mandatory food worker/manager certification in FY04. The benefits of doing this have been proven nationwide. However, in order to do this, we will need a change in the ordinance, as well as the necessary infrastructure in terms of personnel and equipment to carry out this task. If the program is implemented, it is hoped that at least 25% of workers in High Risk establishments will be trained and certified the first year.

Input Measure (\$000's)

2002	110	110 GENERAL FUND	1,094
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Strategic Accomplishments

Develop a notification system to inform food-establishment operators of the epidemiological investigation outcome with recommendations that may prevent the occurrence of related incidents.

Develop a quarterly publication to inform food, pool and body art operators of services provided by CHPD, industry trends and educational articles to increase understanding of compliance procedures.

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of body art establishments/operators inspected	2001				20 shops 90 operators
	2002	see notes			20 shops 90 operators
# of body art establishments/operators inspected	2003	see notes			30 shops 132 operators
	2004	see notes			30 shops 132 operators
# of body art establishments/operators inspected.	2005	33 /120.	22	121	Based on FY03 33 facilities and 120 operators currently permitted. FY05 = 24 Establishments and 97 Operators
	2006	33 /120.			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of certified pool operators	2001	900		900	
	2002	925			
# of certified pool operators	2003	925			
# of certified pool operations	2004	925		846	
# of certified pool operators	2005	900	860	815	Increase the # of certified pool operators through partnership with the TVI and pool industry. Total pool operators certified in FY03 848.
	2006	900			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of swimming facilities inspected	2001			690	
	2002	697			
# of swimming facilities inspected	2003	664	134		
	2004	670		691	
# of swimming facilities inspected.	2005	670	95	678	As per Ordinance, one inspection per year is required. Actual FY05 = 678 pool facilities inspected equals 100%
	2006	670			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Food establishment inspections The risk-based food service establishment intervention protocol requires all high-risk establishments to have 3 interventions per year, the medium risk two interventions per year and the low one per year. FY/02 is projected to comply with that intervention protocol.	2001				HIGH 228 MEDIUM 1,260 LOW 910
	2002	see notes			HIGH 228 MEDIUM 1,260 LOW 910
	2003	see notes	1400, 30.36%		HIGH 340 MEDIUM 1,301 LOW 989
# of food establishment inspections. The risk-based food service establishment intervention protocol requires all high-risk establishments to have 3 interventions per year, the medium risk two interventions per year and the low one per year. FY/03 is projected to comply with that intervention protocol.	2004	see notes			HIGH 340 MEDIUM 1,301 LOW 989
# of food establishments inspected 3 times per year.	2005	1,000	1,387	1585	Total 2630 permit inspections Total # of food establishments: 2,766 as of 12/07/04 TOTAL # OF FOOD ESTABLISHMENTS: 2773 AS OF 06/30/05
	2006	1,000			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
The number of community outreach events/ training/media events provided and/or attended.	2003	Monthly	6		
	2004	Monthly	6	18	Each month, a CHPD staff member will attend at least one event in which a presentation is given to the community on one of our services, we provide training to a group, or we develop or participate in a media program/event. 8 Food presentations 6 Pool presentations 4 Special Event presentations
The number of community outreach events/ training events provided and/or attended.	2005	quarterly	14	22/571	food:22 = 571 ATTENDEES pool:0 body art:0
	2006	quarterly			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of complaints	2001	600		595	
	2002	654			
	2003	600			

2004	500	162	309	food: 306 pool: 3 body art: 0
2005	500	226	381	MID YEAR food: 135 pool: 7 body art: 6 Inspection response fy05 ACTUAL 381
2006	500			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of suspensions	2004	100			food: pool: body art:
	2005	5	1	1	food: 1 pool: 0 body art: 0
	2006	5			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
# of food establishments inspected at least 1 time per year	2004	2,500			
	2005	2,766	1,387	3498	Permanent Food Establishments 2773 Mobile Food Establishments = 159 Temporary Food Establishments = 566 TOTAL 3498
	2006	2,766			

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Number of downgrades food establishments	2004	50			
	2005	50	24	94	Voluntary Closures = 27 Downgrades = 67 TOTAL 94
	2006	50			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
# of substantial complaints	2004	100			food: pool: body art:
	2005	100	43	212	food: 135 pool: 7 body art: 6 MIDYEAR= FOOD=43 BODYART =6 POOLS=7 ACTUAL = FOOD = 187 BODY ART 10 POOLS = 15
	2006	100			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
	2004				

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
A customer satisfaction survey will be developed and administered to food establishment owners/operators categorized as High-Risk establishments.	2005	Baseline			The survey has not been implemented as it is too narrow. It is to be redesigned to encompass ALL food establishments instead of targeting just a few. A revised survey is anticipated to be implemented in late 05 or early 06.
	2006	Baseline			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
	2004				

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
	2004				

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
	2004				

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
	2004				